

Program Description

As of July 1, 2014, Scottsdale began a two-year pilot program intended to encourage a reduction of salt-discharge into the city's sewer system. This program has three (3) rebate options available to residential sewer customers.

1. Who Can Apply?

Water Softener Rebates are available to Scottsdale's residential sewer customers (look for "Sewer Fees" under "Current Charges" on your utility bill) and are limited to one per property. Note: Rebate credits are account number specific and non-transferable.

2. How Do I Apply?

Submit completed application and required information to the Water Operations Office:

- **High Efficiency Replacement:**
 - connection photo
 - location photo
 - dated itemized receipt for demand-initiated (not time clock-based) softener
- **Portable Exchange Service Subscription:**
 - connection photo
 - location photo
 - copy of the dated 1-year (or longer) service contract with portable exchange service
- **Removal:** connection photo and location photo

3. What Should the Photos Show?

Take two (2) photos of your existing water softener prior to removal showing its: 1) plumbing connection and 2) location in your home/garage.

4. How Much is the Rebate?

- A one-time \$50 rebate to the first 300 approved applicants each year who replace an existing self-regenerating salt-using water softener with a more efficient demand-based softener
- A one-time \$100 rebate to the first 100 approved applicants each year who remove an existing self-regenerating salt-using water softener and subscribe to a portable exchange service
- A \$250 rebate to the first 200 approved applicants who completely remove a self-regenerating salt-using water softener (\$125 issued initially and \$125 issued after one year)

5. Do I Need an Inspection?

Removal Option only: This option consists of two (2) credits of \$125 each and requires two (2) inspections.

6. How Do I Get an Inspection?

Removal Option only: Water Conservation staff will contact you via email within two (2) weeks following receipt of your application to schedule an initial inspection. We will notify you via the email address listed on the application for your second inspection approximately one (1) year after the first inspection. It is your responsibility to contact us for your second inspection if you do not receive notification from us after thirteen (13) months following your initial inspection date. Inspections occur during normal business hours. The second inspection is required to receive the second \$125 credit on your utility bill.

7. How Will I Receive the Rebate?

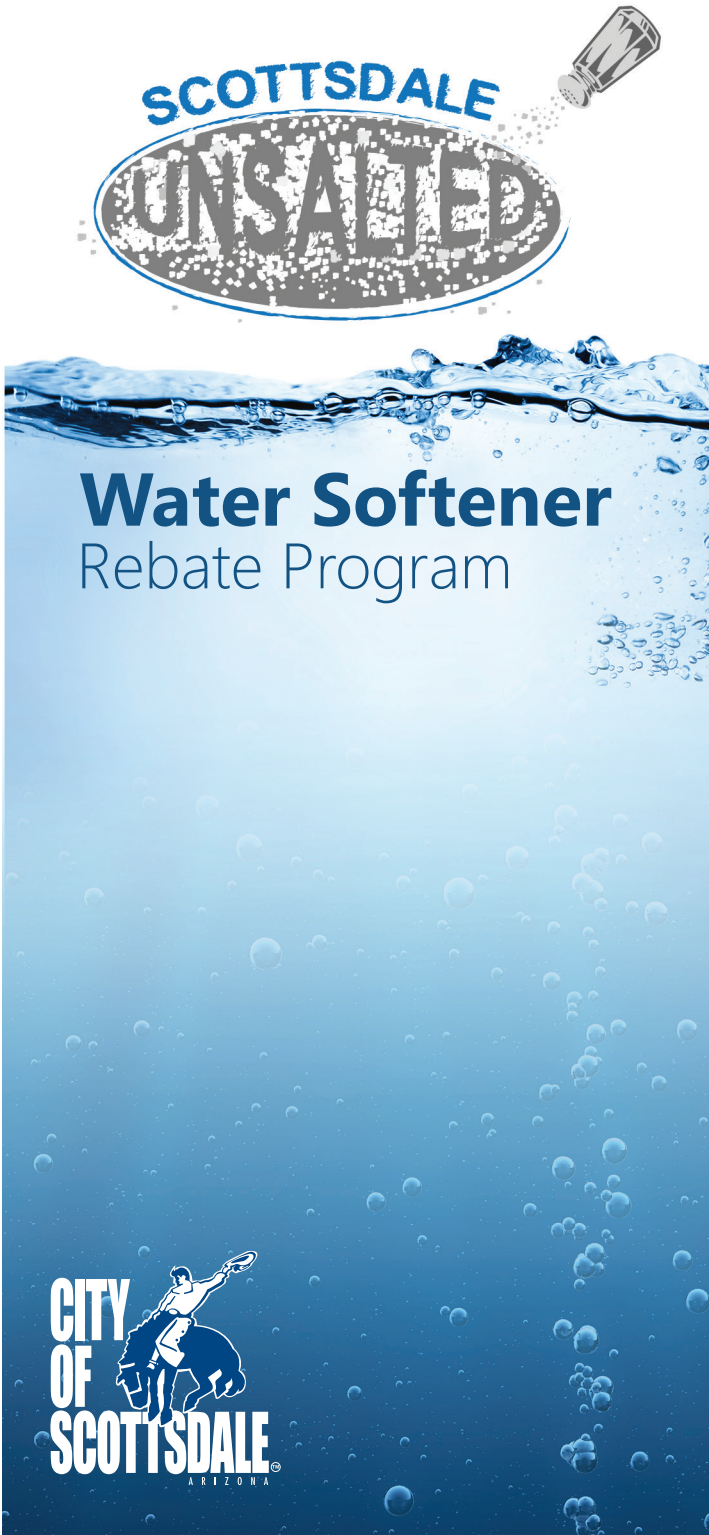
High Efficiency Replacement and Portable Exchange Service Options: The rebate will appear as a credit on your utility bill within two billing cycles after application approval. **Removal Option:** A credit will appear on your utility bill within two (2) billing cycles after each inspection.

Summary of Steps to Receive a Rebate:

- Check your utility bill (or HOA bill) for "Sewer Fees" to verify you are a Scottsdale sewer customer
- Take two (2) photos of your existing water softener prior to removal showing:
 - 1) plumbing connection
 - 2) location in your home/garage
- Replace or remove your water softener
- Complete, sign and submit application along with required photos, dated receipt and/or service contract to:

Water Operations Office
9312 N 94th Street
Scottsdale AZ 85258

- Keep copies for your records
- **Removal Option only:** complete inspections



Water Softener Rebate Application



Account Number:*

***Provide contact information for your HOA if HOA pays your sewer bill.** We will provide your HOA with the documentation needed so the HOA can reimburse you after the credit appears on the utility bill. The city cannot guarantee reimbursement by the HOA.

Community Name:	Management Company:
Property Manager or HOA Contact Person:	Phone:

Name on Account:	Property Owner's Name (if different):
Property Address (where water softener is upgraded/removed):	Zip:
Email:	Phone:

Existing Water Softener Make:	Existing Water Softener Model:	<input type="checkbox"/> Already removed?
New Water Softener Make:	New Water Softener Model:	

Check One Rebate Option:		
<input type="checkbox"/> High Efficiency Replacement – \$50	Application due by 4/30/16	Application due by 12/31/15
<input type="checkbox"/> Portable Exchange Service – \$100		

Rebate Survey Questions:		
1. Which aspect of the program did you like the most? a. Rebate amount b. Application process c. Information provided before rebates available	5. If you purchase bottled water for home consumption, what is the primary reason? a. Taste b. Convenience c. Quality d. Other _____	<input type="checkbox"/> Removal of Water Softener – \$250 (\$125 the 1 st year, \$125 the 2 nd year) Application due by 12/31/15
2. Which aspect of the program did you like the least? a. Rebate amount b. Application process c. Information provided before rebates available	6. Are you interested in other water conditioning options that do not use salt? a. Yes b. No c. Undecided	
3. I use my water softener device primarily for/to: a. Aesthetics (skin, laundry) b. Control scale on pipes/appliances c. Both d. Neither e. Other _____	7. What prompted you to participate in this program? a. Help the environment b. Conserve water c. Save money d. Existing unit needed replacement e. All of the above	
4. Do you have a Reverse Osmosis (RO) system? a. Yes b. No		

I read and understand the Program Description and requirements. I agree to allow inspections during normal business hours as requested. Removal option requires two inspections (see Program Description Items 5 & 6).

Applicant's signature: _____ Date: _____

Submit completed <i>application, photos and dated receipt or service contract</i> as required to:	Water Operations Office 9312 N 94 th Street Scottsdale AZ 85258	Program questions? Website: ScottsdaleAZ.gov search "rebates" Phone: 480-312-5650
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For Office Use Only		
Rebate Amount: \$ _____	Date Approved: _____	Approved by: _____
July 2014		